# Government of Saskatchewan's French-language Services Policy

## Annual Report for 2013-14

saskatchewan.ca

Government of Saskatchewan

# Table of Contents

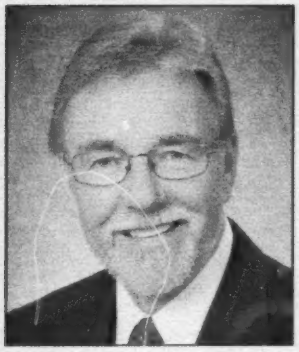
Message from the Legislative Secretary ..... 2

Highlights ..... 3

Table of Accomplishments (2013-2014)
French-language Services Policy ..... 6

Points of Service with French-language Capacity ..... 13

# Message from the Legislative Secretary Responsible for Francophone Affairs



It is my pleasure to present the report on the Government of Saskatchewan's French-language Services Policy highlighting the achievements of our ministries, Crown Corporations and government agencies over the fiscal year 2013-2014.

The Government of Saskatchewan recognizes the important contribution the Fransaskois community has made to the social, economic, and cultural life in the province. The Proclamation of the Rendez-vous de la francophonie at a ceremony held at the Legislative Building in March 2014 is testimony to that recognition by the government. As well, Saskatchewan has continued to promote the Fransaskois flag in 2013-2014 through its community recognition initiatives. That year, the communities of Bellegarde and the Battlefords were selected.

In 2013-2014, the Government of Saskatchewan remained supportive of Fransaskois community organizations through the Community Infrastructure Fund. A total of $100,000 was allocated to seven projects.

The province will continue to build partnerships to ensure that Saskatchewan's francophone communities remain vibrant and contribute to the growth of our province. As Legislative Secretary responsible for Francophone Affairs, I thank all partners and stakeholders who have contributed to the achievements presented in this report.

D. Wayne Elhard
Legislative Secretary

# Highlights

## Funding for New Spaces in Francophone Daycares

Through great efforts by Fransaskois parents combined with financial and collaborative support from the Ministry of Education, the francophone communities of Vonda and Prince Albert both saw new daycares open with the capacity to welcome 25 and 20 children respectively.

This initiative shows the desire to promote the French language at a very young age in the province, a commitment that demonstrates great vitality and a strong feeling of belonging that continues to be passed on from generation to generation.

In this second year of a four-year government commitment to create 2,000 new child care spaces, we continue to see an increase in spaces in the eight francophone daycares that receive funding from the Government of Saskatchewan. There are now 273 such spaces, an increase of 35% since 2007.

## Francophone Immigration: Community Development and Revitalization

In 2013-2014, Saskatchewan continued to see strong population growth due to a very healthy provincial economy.

Francophone immigration also benefited from this upward trend, with an increase in the number of francophones established in Saskatchewan.

The Ministry of Economy supported francophone immigration by taking part in promotion and recruitment missions in France, Belgium and Tunisia (Destination Canada event). Saskatchewan also hosted representatives from the Embassy of Canada in France, Tunisia and Morocco and representatives of Pole Emploi (Government of France Employment Services). Staff members provided information on settlement, immigration and Saskjobs.ca for francophone skilled workers.

Between 2008 and 2012, the number of new permanent residents with knowledge of the French language coming to Saskatchewan more than doubled, from 105 to 264. The province is proud to encourage this diversity, which helps revitalize and enrich the various communities where these new residents of Saskatchewan settle.

## Tourism

Saskatchewan recognizes the importance of the promotion of active living and increased access to sport, cultural, heritage and recreation experiences in our communities and our provincial parks. Following the new visitation record set by Saskatchewan's Provincial Parks in 2013, a welcomed addition to this year's French-language resources was the Saskatchewan Provincial Parks Guide. In addition, the Park Visitor Experience Branch continued to provide French-language services by phone, email and live chat to French-speaking customers.

The Ministry of Environment translated eight documents related to hunting, trapping, and angling. The Hunters' and Trappers' Guide as well as the Anglers' Guide and other resources help promote Saskatchewan to French-speaking

populations in the province, across Canada and around the world as a destination of choice when planning their yearly vacations. All these resources are grouped on a single web page entitled *Information en français* on the Ministry's website.

Important provincial buildings such as the Legislative Building and Government House continue to offer educational and promotional material as well as guided tours in French. The Royal Saskatchewan Museum also offers gallery guides in French. All of these resources, programs and services are promoted widely throughout French-speaking populations wherever they may be, helping to reinforce the ideal that government remains committed to making Saskatchewan the best place to live, work and play!

## Saskatchewan's French-language Services Centre

The French-language Services Centre continues to promote and facilitate access to services in French. In 2013-2014, the *Bonjour!* website recorded 71,290 visits. During the same period, the Services Centre responded to 490 calls requesting services in French, a 3% increase from the previous year. Over 30% of online and in-person requests for information were in the areas of immigration and employment.

The Services Centre continued to use social media in its communication strategy to reach members of the Fransaskois community with news on programs and services available in French. Through its *Services en Français* (facebook.com/Bonjour.Saskatchewan) Facebook page, the Services Centre now communicates several times per week with close to 500 people to promote government programs, health and safety advisories, information and services.

The Services Centre can be accessed online through the *Bonjour!* website (bonjour.gov.sk.ca). Citizens can also contact the Services Centre toll free at 1-888-345-0850 or by email at bonjour@gov.sk.ca.

## Advisory Committee on Francophone Affairs

The Committee met once in 2013-2014 and also published a report on access to social services in French in the province. Members of the Committee met with relevant senior public servants in the Ministry of Social Services and with community stakeholders to evaluate current collaboration between the community and the Ministry of Social Services.

Visit: saskatchewan.ca/fab

## Translation Services

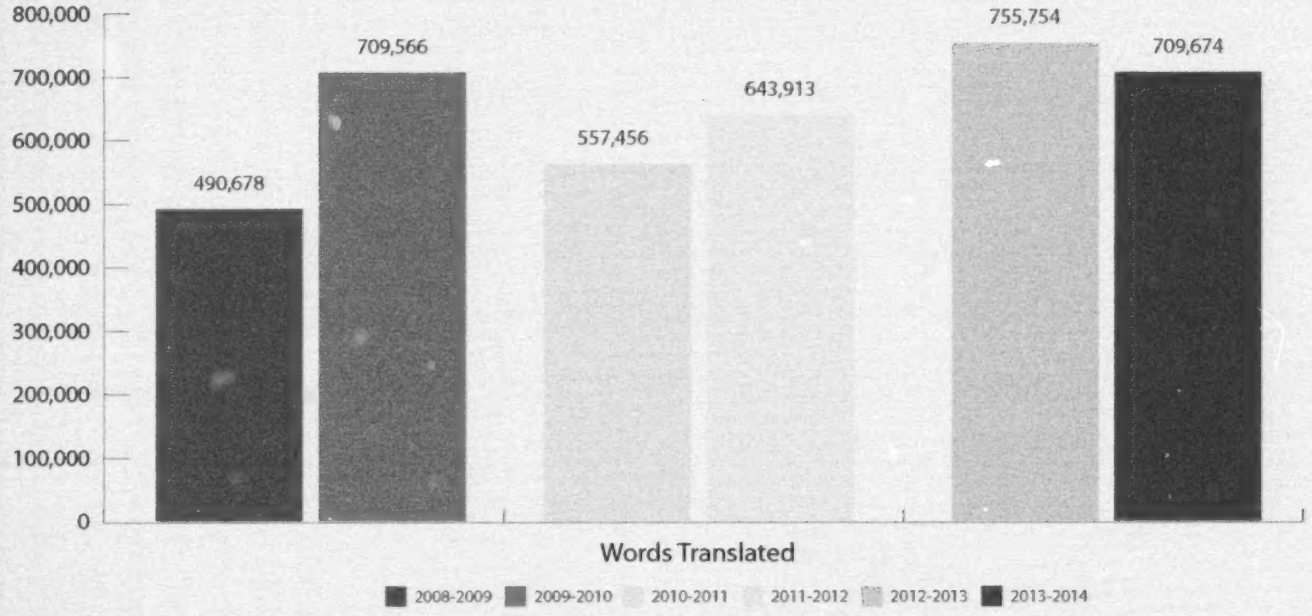
The year 2013-2014 shows a small decrease in translations completed by Francophone Affairs Branch (FAB) services in comparison to 2012-2013; a total of 709,674 words were translated. Leading the way was the Ministry of Justice with 164,281 translated words.

The Government of Saskatchewan continues to give priority to the translation of documents and web pages that facilitate more active and direct communication with its French-speaking citizens.

# Highlights

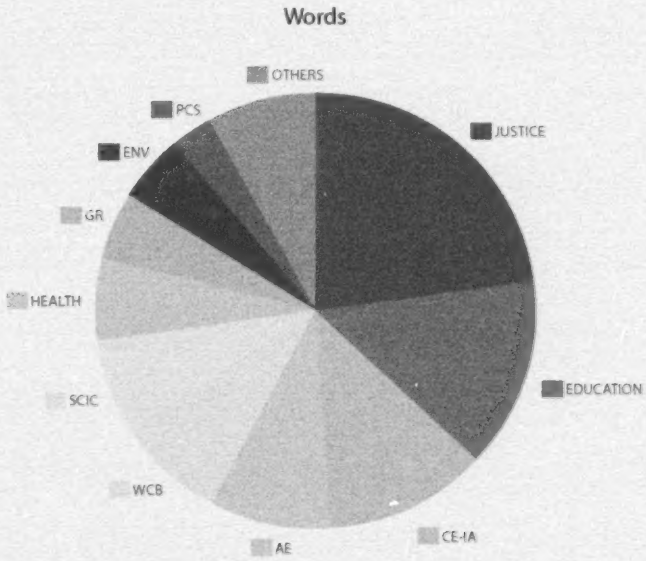
## Translation Volume 2008-2014

| 2008-2009 | 2009-2010 | 2010-2011 | 2011-2012 | 2012-2013 | 2013-2014 |
|---|---|---|---|---|---|
| 490,678 | 709,566 | 557,456 | 643,913 | 755,754 | 709,674 |




## Translation Requests by Client

| Ministry, Crown or Agency | Word Count |
|---|---|
| Justice | 164,381 |
| Education | 97,729 |
| Executive Council – Intergovernmental Affairs | 83,753 |
| Advanced Education | 64,943 |
| Workers Compensation Board | 56,510 |
| Saskatchewan Crop Insurance | 48,136 |
| Health | 43,193 |
| Government Relations | 36,703 |
| Environment | 35,919 |
| Parks, Culture and Sport | 22,734 |
| Others | 55,673 |



# Table of Accomplishments (2013-2014)
# French-language Services Policy

**Goal 1**

**Strategically use existing resources to ensure that French-language content is easy to access and that ensure translation efforts target key sectors for the Fransaskois community and key client groups within the community.**

| Ministry, Crown Corporation or Agency | Accomplishments |
|---|---|
| **All Ministries** | • Link to *Bonjour!* website can be found in the four main categories (Live, Work, Play, Government) of the new saskatchewan.ca website to facilitate access to French-language content as the new site is being developed.<br>• The government as a whole has processes in place for written communications to take place in French when requested.<br>• A biography for each Cabinet Minister is available in French. |
| **Advanced Education**<br>*Student Financial Assistance Branch* | • A Memorandum of Agreement, a narrative, an action plan and a project description in support of 'VISION 2030, Enhancing Post-secondary Experiential Learning Opportunities' were translated to French and made available to the public.<br>• Information on the Ministry's website was translated to French in order to promote the Saskatchewan Advantage Scholarship.<br>• The Student Loan Instruction Guide, Application Form and Handbook were translated to French. |
| **Agriculture** | • All available information in French pertaining to Crop Insurance, Agri-stability and Wildlife Damage was grouped on one web page of the Saskatchewan Crop Insurance Corporation (SCIC) website.<br>• A message from the Minister of Agriculture on behalf of the Government of Saskatchewan welcoming students, parents and teachers from across Canada to the 2013 National Student Debating Seminar was translated to French and appeared in the program in both official languages.<br>• A letter was translated to French and distributed to all immersion and francophone high schools in order to encourage students considering a career in agriculture to apply for the Agriculture Student Scholarship (2014 Scholarship/Think Ag). |
| **Economy**<br>*Immigration*<br><br>*Labour Market* | • An additional three Newcomer Immigrant Information fact sheets were translated to French and are available on the Saskatchewan Immigration Portal.<br>• The Ministry had a funding agreement with l'Assemblée communautaire fransaskoise (ACF) to deliver employment and settlement supports for French-speaking newcomers arriving to the province. Services were provided out of Saskatoon and Regina and managed by the Labour Market Services Branch.<br>• The Ministry worked with the ACF to attract francophone immigrants to jobs in Saskatchewan by taking part in promotion and recruitment missions in France, Belgium and Tunisia (Destination Canada event) in November 2013.<br>• Two government officials travelled to the event with the ACF. The staff members provided information on settlement, immigration and Saskjobs.ca for francophone skilled workers. The staff also met with the Government of France employment agency to identify pools of expertise unemployed or underemployed across France and Belgium.<br>• Saskatchewan hosted representatives from the Embassy of Canada in France, Tunisia and Morocco and representatives of Pole Emploi (Government of France Employment Services) in August 2013. Immigration staff attended four separate meetings with the delegates. |

# Table of Accomplishments (2013-2014)
# French-language Services Policy

**Education**

- Translated documents for:
  - » Deputy Minister's Office
  - » Student Achievement and Supports Branch
  - » Communications and Sector Relations Branch
  - » Early Years Branch
  - » Education Funding Branch
  - » Infrastructure Branch
  - » Provincial Library and Literacy Office
  - » Strategic Policy Branch
- Simultaneous interpretation provided for Continuous Improvement and Accountability Conference with the Conseil des écoles fransaskoises.

**Environment**

- All French-language documents were housed in one place on the Ministry's website. When documents migrate to the new saskatchewan.ca, there will continue to be front page access.
- Anti-Idling program materials were translated to French (pencils, posters, stickers, signage, etc.).
- Translated:
  - » 2013 Anglers' Guide
  - » 2013 Hunters' and Trappers' Guide
  - » 2013 Canadian Resident White-tailed Deer Draw
  - » 2013 Canadian Resident White-tailed Deer Supplement
  - » 2014 Spring Bear and Snow Goose Supplement
  - » 2013 Hunters' and Anglers' Instructions
  - » 2013 Big Game Draw Supplement
  - » Frequently asked questions: Canadian Resident White-tailed Deer hunting in Saskatchewan

**Executive Council**

*Intergovernmental Affairs*

- All information on the Intergovernmental Affairs website was available in French.
- The Throne Speech was translated and made available online.
- All news releases for the Francophone Affairs Branch (FAB) and the Protocol Office were distributed in French.
- Information and nomination forms for all medals and awards were available in French.
- All information on the French-language Services Centre website *Bonjour!* was available in French.
- Provision for translation services were made across government to increase the number of public documents available in French, while giving priority to the translation of documents and web pages to facilitate more active and direct communication with French-speaking citizens.
- The FAB collaborated with ministries to identify and develop additional content on an ongoing basis.

**Finance**

- Budget Speech and Budget Highlights card translated in French and posted on website.
- Translated advertisement announcing the Budget to French in French-language weekly newspaper *l'Eau vive*.

**Health**

- News release "Government Calls for Public Representatives on Health Councils" was translated to French, along with accompanying Public Representatives Orientation Manual.
- Translated View and Vote letter, poster and card to French. Also printed 100 each of the French letter, poster and card and distributed within the community.
- Translated the following Ministry of Health immunization fact sheets:
  - » Diphtheria, Pertussis, Tetanus, Polio and HIB
  - » Meningococcal Conjurate ACYW-135
- Translated the West Nile Virus Brochure, general fact sheet, fact sheet for camping, and fact sheet for outdoor event planning.
- Translated the Fact Sheet, instructions and consent form for school age immunizations.
- Translated the following public health documents for Saskatoon Health Region:
  - » Protect Your Child with Free Immunizations, versions for urban students, rural students, and First Nations students.
  - » Germ Smart instructions to children on hand washing.

# Table of Accomplishments (2013-2014)
# French-language Services Policy

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|---|---|
| **Highways and Infrastructure** | • Translated the Rail Safety cover letter and news release in April 2013.<br>• Translated the Rail Safety activity book and distributed to Grade 4 classes in immersion and Francophone schools that were close to shortline railways. |
| **Justice and Attorney General** | • Court Services:<br>» Completed the bilingual Revised Queen's Bench Rules and forms.<br>• Translated Court documents. |
| **Labour Relations and Workplace Safety** | • Where applicable, the Ministry translated correspondence to French (e.g. Occupational Health and Safety information, Labour Standards information, Workers' Advocate services).<br>• Information regarding Labour Standards and Workplace Standards were posted on the Ministry website as well as the Immigration Portal website.<br>• The Labour Standards Division of the Ministry made available in French:<br>» the Young Workers Readiness Certificate Course;<br>» the Rights and Responsibilities Handbook. |
| **Legislative Assembly of Saskatchewan** | • Updated and translated material to French as required on Legislative Assembly website.<br>• Six information brochures continued to be available in French (Legislative Building, Legislative Assembly, the Speaker, Members of the Legislative Assembly, Legislative Process, the Mace).<br>• Saskatchewan Gazette published weekly in French (rules regarding Private Bills).<br>• Visitor Services self-guided outdoor tour brochures made available in French. |
| **Parks, Culture and Sport**<br>*Government House* | • Messages from Premier Brad Wall and Minister Kevin Doherty in the Team Sask Manual for the 2013 Jeux du Canada Games, held in Sherbrooke, were translated to French. The Media Guide was also translated.<br>• A teacher's resource guide for Government House visits were made available in French.<br>• All interpretation panels and signage were in French and English.<br>• Self-guided museum tour books were made available in French.<br>• French discovery backpack made available for children to explore the Edwardian Gardens.<br>• Promotional banner in French was used at trade shows. |
| **Saskatchewan Pension Plan** | • Member's Guide was available online in French. |
| **Social Services** | • The Saskatchewan Assistance Handbook, the Guide to Saskatchewan Employment Supplement and Saskatchewan Housing Supplement and the Seniors Income Plan Fact Sheet were available in French online and in print.<br>• Women's History Month, International Day of the Girl, Day of Remembrance and Action on Violence against Women posters were prepared by Status of Women Canada and made available in French and were posted on the Ministry's Status of Women Office website.<br>• Officials for the Minister Responsible for the Status of Women prepared working group reports in both languages for distribution to the F/P/T Forum. This was an internal government process.<br>• The Ministry's Child and Family Programs staff worked with child welfare counterparts in other provinces to review the "Provincial/Territorial Protocol on Children and Families Moving between Provinces and Territories". French-language translation was included in this plan.<br>• Non-Profit Housing Group from Saskatoon, Villa Bonheur Housing Co-operative, received correspondence from Saskatchewan Housing Corporation in French. Throughout the year, any correspondence that was sent was provided in French.<br>• MOU for a national knowledge exchange was delivered in both official languages on (Women in Engineering, Science, Trades and Technologies). |

# Table of Accomplishments (2013-2014)
# French-language Services Policy

**Goal 2**

**Work with existing Fransaskois organizations that receive funding from the provincial government in order to provide services in French, to improve delivery of services in this language by making better use of resources already in place and to use the internet and telephone to deliver services to Francophone citizens wherever they may live in Saskatchewan.**

| Ministry, Crown Corporation or Government Agency | Accomplishments |
|---|---|
| **All Ministries** | • Following a voluntary survey that was sent to all government employees in December 2013, it has been noted that the Government of Saskatchewan has 33 points of service in 12 ministries where there is French-language capacity. An official list of these points of service will be developed and shared with the public in 2014-2015. |
| **Advanced Education** | • French-language capacity in the Student Financial Assistance call centre was ensured with two permanent bilingual positions.<br>• The Technical and Trades Branch had a liaison employee who worked with the Assemblée communautaire fransaskoise, French speaking stakeholders, citizens and students in French.<br>• The Deputy Minister's Office worked with Collège Mathieu to assess its powers and duties under the *College Mathieu, Gravelbourg Sask., Incorporating Act* with respect to post-secondary education and training. |
| **Agriculture** | • Regional Services Branch had specialists that could provide French-language services.<br>• The Agriculture Knowledge Centre had a process in place to respond to French-language requests. |
| **Central Services** | • The Communications Branch had French-language capacity. |
| **Economy** | • There were five bilingual positions in three Labour Market Services offices across the province (Moose Jaw, Regina and Prince Albert).<br>• Measures were taken to support these employees including deliberate language development activities and informal coordination and networking.<br>• Funding was provided to Square One, an organization consisting of a team of professionals dedicated to enhancing the success of the province's small businesses and entrepreneurs, for services and information available in French.<br>• The Ministry had a funding agreement with the Assemblée communautaire fransaskoise to deliver employment and settlement supports for French-speaking newcomers arriving in the province. Services were provided out of Saskatoon and Regina and managed by the Labour Market Services Branch.<br>• GED® tests were available for those who wished to write in French. GED® support materials were also available in French.<br>• GED® transcripts were available in French.<br>• Minerals, Lands and Policy Divisions had French-language capacity. |
| **Education**<br>*Literacy Office* | • Funding provided to the Conseil des écoles fransaskoises for French-language integrated services to francophone students who were assessed with learning challenges.<br>• The Provincial Library and Literacy Office provided funding to Collège Mathieu to offer French-language classes through two programs:<br>1. The Adult Literacy Services program fund supported the promotion and delivery of adult literacy/essential skills literacy programs at campuses in Gravelbourg, Regina and Saskatoon, as well as in various communities across the province.<br>2. The Family Literacy Initiative Program supported provision of family literacy programming for francophone parents, caregivers and children. |
| *Early Learning and Child Care* | • The Early Learning and Child Care Branch provided funding to eight francophone child care centres, for a total of 273 spaces. These centres were located in Saskatoon, Regina, Ponteix, Moose Jaw, Gravelbourg, North Battleford, Vonda and Prince Albert. |

# Table of Accomplishments (2013-2014)
# French-language Services Policy

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|---|---|
| **Environment** | • The procedure to respond to requests in French was to refer them to the French-language services centre *Bonjour!* |
| **Executive Council**<br>*Intergovernmental Affairs*<br>*Francophone Affairs Branch*<br>*French-language Services Centre Bonjour!* | • In collaboration with the Public Service Commission, a second survey of government employees was conducted in December 2013 to determine language capacity within each ministry. A comprehensive list of points of service where French-language services are available is being developed and will be distributed in 2014-2015.<br>• After consulting with ministries regarding procedures to follow when responding to requests from French-speaking citizens, some requested that common procedures be developed and distributed along with a re-distribution of the resource: Practical Tips for Providing Service in French.<br>• Information in French regarding government programs and services were available online on the *Bonjour!* website 24 hours a day and direct services were available five days a week, from 9:00 a.m. to 4:00 p.m. by phone.<br>• Referral and path finding services were provided to clients within 48 hours after a service request was received. Services were offered through an internet portal, a toll-free line and by email.<br>• To facilitate access to these services, there was a link to *Bonjour!* on Executive Council and Intergovernmental Affairs home page.<br>• The *Bonjour!* website had 238 pages in French.<br>• Twenty-four ministries or government agencies had a corporate page on the *Bonjour!* website accessible from the 'Services by Ministry' menu.<br>• There were seven thematic content sections: Education, Health, Immigration, Justice, Labour, Student Work and Tourism.<br>• There were eight targeted clientele sections: Youth, Seniors, New Parents, Immigrants, Women, Entrepreneurs, Workers and Tourists.<br>• Publication of the bi-weekly electronic bulletin *Bonjour!* was sent out to 237 associations, francophone and immersion schools, government employees as well as individuals throughout the province to promote new French-language content.<br>• Nearly 500 individuals were reached through the Facebook page 'Services en français en Saskatchewan.' A weekly announcement was made promoting new information available in French on government programs and services.<br>• Continued support to executive government through its central agency role with respect to French-language services.<br>• Continued to play an active role in the Intergovernmental Network on Canadian Francophonie and Saskatchewan played an active role in the Ministerial Conference on the Canadian Francophonie. |
| **Finance** | • Link provided to *Bonjour!* website on Finance home page. |
| **Government Relations** | • The French-language *Non Profit Corporations Act, 1995* was amended in 2013-2014 in conjunction with amendments to *The Municipalities Act* to add reference to new municipal districts to the definition of municipalities. This was done in conjunction with the Ministry of Justice.<br>• Several municipal infrastructure programs the Ministry manages included federal funding under bilateral agreements that have communication protocols related to French-language that were followed on a regular basis. A link to French-language information was provided on the Ministry's website. |
| **Health** | • The Ministry assigned the Francophone file to an employee who could respond to French-language requests in French.<br>• HealthLine offered interpretation services in French.<br>• The Smokers' Helpline which is offered by the Canadian Cancer Society – Saskatchewan Division, provided free and confidential access to a trained quit specialist in French. |

# Table of Accomplishments (2013-2014)
# French-language Services Policy

| | |
|---|---|
| **Justice and Attorney General** | • To ensure that French-language services were available in the courts:<br>1. Court Services had two French-language points of service which could be accessed from anywhere in the province.<br>2. Court Services had 2.5 FTEs dedicated to providing French-language services in the Courts.<br>3. There were three bilingual judges in the Provincial Court, two in the Court of Queen's Bench and one in the Court of Appeal.<br>4. Court Services provided French-language training and development for Judges and court employees as needed/requested.<br>5. Court Services provided French translators for court appearances, as requested.<br>• Legislation Drafting had 1.6 bilingual lawyers who coordinated the translation of Acts, Regulations and Rules of Court. |
| **Legislative Assembly of Saskatchewan** | • Capacity to offer French-language services was available in the following areas: Visitor Services, including signage and advertising; Sergeant at Arms; Clerk's Office; Law Clerk & Parliamentary Counsel; Legislative Library and Human Resources.<br>• Capacity existed to provide tours of the Legislative Building in French. |
| **Parks, Culture and Sport**<br>*Government House* | • Park Visitor Experience provided French-language services by phone, email and live chat to French-speaking customers.<br>• Government House had bilingual tour guides who offered tours in French. Moreover, 75% of Government House programs were available in French.<br>• Partnership established between Government House and the Société Historique de la Saskatchewan to develop French-language historical vignettes. |
| **Public Service Commission** | • PSC supported recruitment of staff with French-language skills across executive government. Posted eight positions across the service (and filled six) where French-language skills were required or considered an asset. |
| **Social Services** | • Income Assistance and Disability Services Division had French-language capacity. The Ministry worked on a more formal inventory of employees who speak French.<br>• Link to *Bonjour!* website on Social Services home page. |

# Table of Accomplishments (2013-2014)
# French-language Services Policy

**Goal 3**

**Consult with Francophones in respect to provincial government programs which impact the community and for making the Saskatchewan Public Administration aware of Francophone community needs.**

| Ministry, Crown Corporation or Government Agency | Accomplishments |
|---|---|
| **Advanced Education** | • The Deputy Minister initiated a Working Group comprised of representatives from various post-secondary institutions including the Fransaskois community, representatives from the Assemblée communautaire fransaskoise (ACF) and Canadian Parents for French with a mandate to explore inter-institutional collaborative initiatives to enhance French-language educational opportunities in Saskatchewan.<br>• With the assistance of a Special Advisor to the Deputy Minister, the Working Group held regular meetings and senior administration support is ongoing. |
| **Economy** | • ACF representatives were included in regulations consultations and information sessions on the implementation of the *Foreign Worker Recruitment and Immigration Services Act*.<br>• Immigration Branch staff attended meetings with the *Réseau provincial en immigration* (Francophone Provincial Immigration Network). |
| **Education** | • Regular meetings held with the Conseil des écoles fransaskoises to consult on curricular and the Education Sector Strategic Plan. |
| **Executive Council**<br>*Intergovernmental Affairs*<br>*Francophone Affairs Branch* | • The Advisory Committee on Francophone Affairs, composed of eight individuals appointed by the Government of Saskatchewan, held one meeting on French-language services and the Ministry of Social Services.<br>• The Committee published a report on Social Services including five recommendations. It was presented to the Government of Saskatchewan.<br>• Officials from the Francophone Affairs Branch (FAB) participated in the *Coalition provinciale de la petite enfance*, a French-language working group on early learning and child care.<br>• Officials from the FAB participated in the *Réseau santé en français de la Saskatchewan*, a French-language working group on Health.<br>• Officials from the FAB participated in the Francophone Provincial Immigration Network.<br>• The Provincial Secretary attended the 2013 *Rendez-vous fransaskois*. |
| **Health** | • A representative from the Ministry was accredited as a non-voting observer at *Réseau santé en français de la Saskatchewan* (RSFS) (a French-language working group on Health) Governing Council meetings, and periodically attended meetings since 2011.<br>» In September 2013, the Deputy Minister of Health provided a letter of support to RSFS to help secure renewed federal funding for 2013-2018. RSFS successfully secured over $900,000 to fund its activities from 2014-2018.<br>» A Ministry representative attended the RSFS Health Forum and Annual General Meeting in 2013, and delivered a presentation in French on health system priorities.<br>• In January 2014, government translated its Call for Public Representatives on Self-Regulating Health Profession Councils and accompanying Orientation Manual to French to encourage members of the Francophone community to sit on these boards.<br>• On June 5, 2013, Ministry communications, health promotion and Francophone liaison officials met with the Francophone Affairs Branch to identify next steps in supporting French-language services. |
| **Justice and Attorney General** | • Representatives from the Fransaskois community and from the Ministry met to discuss French-language policy, French-language court services, judicial appointments and the translation of laws. |
| **Labour Relations and Workplace Safety** | • Efforts made to include francophone groups in consultations on programs and legislation. |
| **Legislative Assembly** | • Was a member of the Assemblée parlementaire de la francophonie and participated at the 2013 conference held in Quebec City. |

# Points of Service with French-language Capacity

## Advanced Education

**Federal-Provincial Integrated Student Loan Program**
Student Service Centre
1120 - 2010 12th Avenue
Regina SK S4P 0M3
Telephone: 306-787-5620
Toll free: 1-800-597-8278
Email: studentservices@gov.sk.ca

**Communications Branch**
1120 - 2010 12th Avenue
Regina SK S4P 0M3
Telephone: 306-787-9478
Facsimile: 306-798-5021

## Agriculture

**Agriculture Knowledge Centre**
8:00 a.m. to 5:00 p.m. Monday to Friday
1-866-457-2377
Fax: 306-694-3938 or 1-800-775-5358 (toll free)
Email: aginfo@gov.sk.ca

**Saskatchewan Crop Insurance Corporation**
484 Prince William Drive, P.O. Box 3000
Melville SK S0A 2P0
Telephone: 1-888-935-0000
Facsimile: 306-728-7260

## Economy

**Canada-Saskatchewan Labour Market Services – Regina**
1911 Broad Street
Regina SK S4P 1Y1
Telephone: 306-787-2160
Job Order Line (for employers):
306-787-1400
Job Information Line: 306-787-4985
Facsimile: 306-787-3944
Email: Regina.CanSask@gov.sk.ca

**Canada-Saskatchewan Labour Market Services – Saskatoon**
225 - First Avenue North
Saskatoon SK S7K 2H6
Telephone: 306-933-6281
Job Order Line (for employers):
306-933-5859
Job Information Line: 306-933-5686
Facsimile: 306-933-7801
Email: Saskatoon.CanSask@gov.sk.ca

**Canada-Saskatchewan Labour Market Services – Moose Jaw**
61A Ross Street West
Moose Jaw SK S6H 2M2
Telephone: 306-694-3699
Job Order Line (for employers):
306-694-3177
Job Information Line: 306-694-3441
Facsimile: 306-694-3423
Email: MooseJaw.CanSask@gov.sk.ca

**Canada-Saskatchewan Labour Market Services – Prince Albert**
1288 Central Avenue
Prince Albert SK S6V 6G1
Telephone: 306-953-2488
Job Order Line (for employers):
306-953-2545
Job Information Line: 306-953-2348
Facsimile: 306-953-2763
Email: PrinceAlbert.CanSask@gov.sk.ca

# Points of Service with French-language Capacity

## Education

**Curriculum Unit – French Programs**
2220 College Avenue, 6th Floor
Regina SK S4P 4V9
Telephone: 306-787-6843
Facsimile: 306-787-2223

**Assessment Unit**
128 – 1621 Albert Street
Regina SK S4P 2S5
Telephone: 306-787-2363
Facsimile: 306-798-7493

**Programs and Instruction Unit**
2220 College Avenue, 7th Floor
Regina SK S4P 4V9
Telephone: 306-787-2712
Facsimile: 306-787-2223

**Early Learning and Child Care Service Delivery**
2220 College Avenue, 2nd Floor
Regina SK S4P 4V9
Telephone: 306-787-4980

**Stakeholder Relations**
2220 College Avenue, 5th Floor
Regina SK S4P 4V9
Telephone: 306-787-0040
Facsimile: 306-787-1300

**Student Achievement and Supports**
2220 College Avenue, 6th Floor
Regina SK S4P 4V9
Telephone: 306-787-9256

**Provincial Library and Literacy Unit**
409A Park Street
Regina SK S4N 5B2
Telephone: 306-787-2976
Facsimile: 306-787-2029

## Executive Council

**Francophone Affairs Branch**
1420 - 1855 Victoria Avenue
Regina SK S4P 3T2
Telephone: 306-787-1776
Facsimile: 306-787-6352
Email: fab-daf@gov.sk.ca
saskatchewan.ca/fab

**Protocol Office**
1831 College Avenue
Regina SK S4P 4V5
Telephone: 306-787-8965
Toll free: 1-877-427-5505
Facsimile: 306-787-1269
Email: honours@gov.sk.ca

**Saskatchewan French-Language Services Centre Bonjour!**
Toll free: 1-888-345-0850
Email: bonjour@gov.sk.ca
bonjour.gov.sk.ca

# Points of Service with French-language Capacity

## Government Relations

**Provincial Disaster Assistance Program**
P.O. Box 227
Regina SK S4P 3T2
Telephone: 866-632-4033
Facsimile: 306-798-6356

## Health

**HealthLine**
Toll free: 811
*HealthLine service is offered in English, with translation services in a wide variety of other languages including French.*

## Justice and Attorney General

**Court Services – Regina**
1815 Smith Street
Regina SK S4P 2N5
Telephone: 306-787-5250
Facsimile: 306-787-7037

**Court Services – Saskatoon**
220 -19th Street East
Saskatoon SK S7K 0A2
Telephone: 306-933-7052
Facsimile: 306-933-7043

**Court Services – Family Law Registry –Saskatoon**
224 - 4th Avenue South, 9th Floor
Saskatoon SK S7K 5M5
Telephone: 306-933-5174
Facsimile: 306-933-5703

**Court of Appeal**
Court House, 2425 Victoria Avenue
Regina SK S4P 4W6
Telephone: 306-787-5382
Facsimile: 306-787-5815

**Public Prosecutions**
Suite 910 - 1801 Hamilton Street
Regina SK S4P 4B4
Telephone: 306-787-5444
Facsimile: 306-787-8168

## Labour Relations and Workplace Safety

**Employment Standards Branch**
1870 Albert Street, 3rd Floor
Regina SK S4P 4W1
Toll free: 1-800-667-1783
Facsimile: 306-787-4780
saskatchewan.ca/work/employment-standards

# Points of Service with French-language Capacity

## Legislative Assembly of Saskatchewan

**Visitor Services**
2405 Legislative Drive
Regina SK S4S 0B3
Telephone: 306-787-5357
Facsimile: 306-787-1558
General Information: info@legassembly.sk.ca
Visitor Services: visitorserv@legassembly.sk.ca
legassembly.sk.ca/visitors

**Legislative Library**
234 - 2405 Legislative Drive
Regina SK S4S 0B3
Telephone: 306-787-2276
Email: reference@legassembly.sk.ca

**Office of the Clerk**
Room 239, Legislative Building
2405 Legislative Drive
Regina SK S4S 0B3
Telephone: 306-787-2279
Facsimile: 306-787-0408

**Sergeant-at-Arms**
Room 128, Legislative Building
2405 Legislative Drive
Regina SK S4S 0B3
Telephone: 306-787-2184

## Office of the Provincial Capital Commission

**Government House Public Tours**
4607 Dewdney Avenue
Regina SK S4T 1B7
Telephone: 306-787-5773
Facsimile: 306-787-5714
Email: governmenthouse@gov.sk.ca
governmenthouse.gov.sk.ca

## Parks, Culture and Sport

**Communications Branch**
3211 Albert Street, 1st Floor
Regina SK S4S 5W6
Telephone: 306-787-0346
Facsimile: 306-798-0033

## Social Services

**Child & Family Services, Housing, Income Assistance**
Client Services Centre: 1-866-221-5200
Telephone: 306-798-0660